

Date: 2013-06-25

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

As a physician who treats patients with hearing loss, I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for MILLIONS OF AMERICANS with hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

For these people, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. We should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place they want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, they should be able to call a tow service without worry or frustration.

I am not connected with Miracom or the InnoCaption product in any way. However, I do have thousands of patients who struggle to hear and comprehend every word another party says which many times puts me at an even greater disadvantage when using telephone communication.

Most of my patients are very mobile so the CapTel land line versions of this service do not work for me. They cannot use it when visiting my friends, family, when shopping, or trying to travel which they want to do but it is becoming increasingly more difficult to do so.

Smartphone users want a product that will give them the accessibility, convenience, confidence, and mobility to use a mobile voice communication device as it was intended. Those in the hard of hearing community need to be able to receive phone calls when mobile just like our hearing counterparts are able to do every day.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user

with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and they can start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all of us to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give freedom, security and mobility they need and want, but we need the FCC to approve it quickly so we can begin using it now. I urge the Commission to grant quick approval of this product for their sake.

Thank you for taking serious note of this request.

Sincerely,

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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